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Asia miles membership number format

General Questions 1. What is the difference between The Marco Polo Club and Asia Miles? Marco Polo Club is Cathay Pacific's loyalty program. Members can earn Club Points by travelling with Cathay Pacific or through eligible fare classes of other oneworld partners. With more points, you can qualify for higher program levels to enjoy more travel privileges. Asia Miles is a rewards program that allows members to earn miles to redeem a wide range of travel and lifestyle rewards. Marco Polo Club members are automatically registered as Asia Miles members who use the same membership number for delimiting and redeeming purposes. Learn more by watching or checking out this video. 2. How can I unsubscribe from email communication? To be rewarded by emails, please log in to your account, go to your communication setting under your Profile Session, click Edit to update the preference, and then click Confirm. Accounting 1. How do I update my personal information in my member profile? Go to your profile and select Personal Information, click Edit to update your personal information, and select Confirm to complete the process. 2. I have two passports with different first names. Which one should I register as my account name? We recommend that you register with the name indicated on the passport you use most often for your airline tickets. If you wish to travel with your second passport in the future and claim your miles, you must provide us with copies of your two passports by email with your problems so that we can help you collect your name as it appears on your second passport. 3. Can I check my mileage balance and expiration date through other channels besides the Asia Miles website? Yes! You can download the Asia Miles app from the App Store or Google Play to instantly check your mileage balance, or check your registered email (please make sure you have provided us with a valid email address) where we send a monthly account overview. 4. Why didn't I receive my account balance? Please make sure your registered email address is up-to-date to receive your monthly account overview. It is also possible that our emails were mistakenly forwarded to your mailbox's junk or spam folders. So please check there to possibly restore your account summary emails. Alternatively, you can log in to your account, switch to Account Overview, and view your Monthly Statements. 5. My miles are about to expire, but I don't have any travel plans. What can I do? With Asia Miles, you can't fly-related so you don't have to travel to redeem rewards. Check out a wide range of awards in the Redeem Rewards section. Alternatively, you can also renew your miles (with service fee) from the old time-based system. After renewal, the miles fall into the new activity-based system. Please note, however, that the mileage extension does not apply to the new activity-based system. Under the Expiration Rule, which came into effect on January 1, 2020, allows you to keep your Asia Miles account active as long as you earn or use your Miles once every 18 months. We recommend that you make each transaction by earning or redeeming as soon as possible to stay active. 6. How do I access my monthly bank statements? To check your monthly bank statements, simply log in to your Asia Miles account, go to Account Overview, and check your monthly statements that date back up to 12 months. 7. I have recently changed my legal name. How do I change my name for my membership profile? You can change your username by sending us an online request form. Follow the steps below: Online request form First click on online request. Select Manage Account. Select Update your username or date of birth. Leave us a message that you need to change your name and include copies of your new and old passports. As soon as we receive your request, we will get back to you as soon as possible. 8. How can I cancel my Asia Miles account? Please send us your cancellation request by e-mail. All outstanding miles will be cancelled at the same time. 9. How long are Asia Miles valid? For all new Miles earned from January 1, 2020, the Expiration Date of Miles will automatically be extended by 18 months from the last Mileage Credit or Debit Date. All Miles earned on or before December 31, 2019 will continue to follow the old Miles Expiration Agreement and will be valid for three years from the month in which the Miles will be credited. 10. Will my account be closed if it is inactive for a certain period of time? An Asia Miles account with no recorded activity for a period of 36 months will be closed without notice once all remaining Asia Miles have expired. 11. How do I release my Asia Miles and OpenRice account? Please click here to resolve the Asia Miles and OpenRice account binding. Redemption Group General Questions Missing Miles 1. I want to claim missing air miles. What shall I do? Airline Miles may not have been credited to your account if you did not provide your Asia Miles membership number during the booking and check-in. To claim these missing miles, sign in to your account, go to Manage Miles, click Claim Missing Miles, and select Claim Miles from the airline. Follow the instructions to complete the process. Just make sure you do this after 7 days, but within 6 months of the travel date. If your claim is successful, the Miles you are supposed to have earned will be paid to your Credited. Please note that new members can only claim missing miles for flights within 30 days prior to the registration date. 2. Why were my Asia Miles not credited? This can be caused by a number of reasons, such as: B a name match, a non-conformity of the membership number, an ineligible tariff class, and other similar problems. It is also possible that your flight was not eligible to earn Asia Miles – please refer to the Airline Partners section to verify eligibility. In order to avoid Please make sure that the name on your passport, ticket and membership profile matches exactly. 3. How can I send the receipts for air miles? You can submit requests for missing miles online for all airline partners. For more information on how to claim your air miles, click here. 4. What documents do I need to claim missing air miles? Depending on your airline partner, you may need to submit scanned copies of your boarding pass(es) and tickets along with the Missing Miles application form. The required receipts for each airline can be found on the Miles page of the airline. Eligibility 1. Why can't I collect Asia Miles when I see a legitimate subclass letter on my boarding pass, like Y, W? These letter codes on boarding passes are only for the identification of the cabin class on board (e.B. Y or M represent the Economy Class for Cathay Pacific on board). However, mileage credits are based on the fare class you have booked and shown on your ticket receipt, not on the boarding pass. 2. Can I receive Asia Miles for flights that were operated before I registered with Asia Miles? Yes, you can receive Asia Miles for Eligible Flights completed no more than 30 days before the date you signed in to Asia Miles. 3. Can I get Asia Miles for other air passengers? Asia Miles will only be awarded to the member who has flown on the flight. To collect Asia Miles, the names on the ticket, passport and membership must be the same. 4. Can I earn Miles from Asia Miles and points from other frequent flyer programs for an eligible flight at the same time? No, miles or points can only be awarded to a frequent flyer or a travel award program at a time. Therefore, when booking, you must provide the membership number of your preferred program and present the same membership card upon check-in in order for eligible flights to be credited to your account. 5. What is a codeshare flight and do I receive Asia Miles when I fly with one? A codeshare flight is a flight marketed by one airline and operated by another airline. This flight usually carries flight numbers of both airlines. Certain codeshare flights are not eligible for Asia Miles credit. Please check with the airline's local reservation office to confirm your eligibility status. iShop 1. I signed in to my account and made purchases in the Asia Miles iShop, but they don't appear in my iShop transaction history. What can I do? It is possible that the web browser you used at the time of your purchase has disabled cookies. Cookies allow us to track your purchase, and without them there is no way for the system to go to your account. Your purchase will be processed as follows: Within 5 days of purchase, the sales transaction will be confirmed when you receive a purchase status email from Asia Miles iShop Support. The lead time for which the Purchase transactions usually take 120 days, but may take longer depending on the trader. If the transaction is approved by the merchant, Asia Miles will usually be credited to a member's account within 30 days. 2. I have submitted a missing iShop mileage claim. How long can I expect the miles to appear in my account? Once we receive your request for missing miles, your application will be reviewed within five business days. You can check your iShop transaction history to check the status of your claim. For untracked purchases: If the claim is valid, we will re-track sales and resend you a purchase confirmation email. Miles will then be credited via the normal flow (i.e. the appropriate trader will check the transaction within 120 days. Once you receive the purchase authorization email, Asia Miles will be credited to the member's account within 30 days). For tracked purchases: Valid claims will be confirmed by e-mail. The mileage credit will then go through the normal flow (i.e. the appropriate trader will check the transaction within 120 days. Once you receive the purchase authorization email, Asia Miles will be credited to the member's account within 30 days). If the claim is invalid, we will inform you why the case is invalid. 3. Why were my credited Asia Miles cancelled? Your Asia Miles can be cancelled for a number of reasons. The most common are: you have returned the products you did not meet the merchant's credit verification requirements. Your last visit to this retailer's website is not from the same page that was managed by the Asia Miles iShop website. Your transaction did not comply with the trader's terms and conditions. 4. I forgot to visit the retailer's website through the Asia Miles iShop before I buy anything. Can I still get Asia Miles for my purchase? Unfortunately, no. We are not in a position to allocate Asia Miles retroactively. When you shop, always try to visit the retailer's website only through the Asia Miles iShop. In this way, cookies can track your visit so that we can assign Asia Miles to your account accordingly. 5. How does Asia Miles iShop work? What is the process? The Asia Miles iShop works like this: After a confirmed purchase, you will receive a confirmation email from Asia Miles iShop Support within 5 days. This is noted in our iShop transaction history. The iShop retailer will review the transaction. This usually takes up to 120 days, but may take longer depending on the trader. If a transaction is currently being refunded or the payment is not the respective trader will not approve the purchase and the corresponding miles will not be credited. If the transaction has been approved by the reseller, you will receive an approval email from Asia Miles iShop Support. Your iShop status can be viewed in your iShop transaction history. Asia Miles will then be the Within 30 days. This is also reflected in your iShop transaction history. 6. My iShop purchases do not appear in my account even though cookies are enabled. How come? Here are some best practice guidelines to make sure you get your Asia Miles: Make sure you sign up for Asia Miles iShop and click the Buy Now button for the appropriate retailer. Complete all your online purchases in one session. If you decide after the check-out phase that you want to buy something else, close the merchant website window and start the process again from the Asia Miles iShop website. Do not retrieve previously saved items from your shopping cart, but start the purchase process. When you buy insurance, make sure you start from a completely new offer. Do not retrieve a saved one or use an extension offer if you are already a policyholder. Do not click on another banner or website that advertises the merchant before you complete your transaction. If you need to visit another website before you complete your purchase, please use a different browser. Interrupting the browser session started by Asia Miles iShop can affect tracking your purchase. Do not use any other promotional discount vouchers that appear in the Asia Miles iShop. This may result in the recommendation coming from the code issuer and not from Asia Miles iShop. If you call the retailer to complete or change your order, the Asia Miles iShop recommendation is likely to expire – so your Asia Miles will not be credited properly. Some ad blocking software programs block the special tracking codes we need to track your purchases, so please disable these programs during this process. General Questions 1. Can I redeem an open award ticket? Sorry, open award tickets are not allowed. You can only redeem tickets for award travel with a confirmed reservation. 2. Can I skip my next flight and continue the rest of my trip? Unfortunately not. One of the most important rules for airline tickets is that they must be used according to the order in which they were issued (i.e. coupon after coupon). If a ticket is not used one after the other, all flight coupons will expire after the original coupon used and will be void for further use. 3. How can I use my Miles to redeem a ticket that cannot be redeemed immediately online? To redeem award tickets for partner airlines that cannot be redeemed online, you can submit a flight award request form. An Asia service executive will deal with this and thank you in confidants. Alternatively, you can call our Asia Miles service hotline for assistance. 4. Can I use my Miles to receive upgrades in addition to using a redemption ticket? Yes, if you or your nominees have a confirmed booking with one of the eligible tiers on Cathay Pacific. A detailed list of the upgrades of the tariff class can be found here. 5. I am on an award ticket waiting list. How will I know when salvation You can check the status of bookings for your Cathay Pacific flights at any time. Just visit www.cathaypacific.com, sign in with your Asia Miles account and click Manage Booking. You can then select your booking to check the current status. Once your flight has been confirmed, you will receive an email from Cathay Pacific informing you that you have successfully redeemed your ticket. You can then have your award ticket issue by clicking the Manage this booking button and selecting Issue on the Cathay Pacific Ticket website. For other airlines, you will also receive an email if your redemption was successful. However, to check the status of your booking, you may need to contact your selected airline or our service hotline for further assistance. 6. How can I redeem a ticket online? Only Cathay Pacific, Air China, Alaska Airlines, British Airways, Finnair, Iberia, Japan Airlines, LATAM, Malaysia Airlines, Qantas, Qatar Airways, Royal Jordanian Airlines S7 Airlines and SriLankan Airlines offer instant redemption online. You can do the following: Sign in to your account. Go to Redeem Awards & Flight Awards. Click the Redeem Now button. Follow the on-screen instructions to make your booking. For other airlines, you must submit a flight award application form by clicking the Request Flight button under Travel with greater flexibility. Our employee service manager will contact you shortly after your request. 7. How can I request an upgrade? If you have purchased eligible Cathay Pacific tickets for you or your redemption group nominees, you can do the following: Sign in to your account. Go to your flights. Find your eligible booking for upgrade awards. Click the Upgrade button. Follow the on-screen instructions to make your booking. Alternatively, you can follow the information in Upgrade Awards in the Flight Award Request Section. 8. How do Companion Ticket Awards work? For more information about companion tickets, see Companion Ticket Awards in the Flight Award request section. 9. Can I cancel my ticket? Can I get a refund? Yes, a completely unused ticket can be cancelled for a service fee of USD120 or 12,000 Asia Miles, provided that this is done before the ticket's expiration date. The Balance of Asia Miles used to claim the Rewards will then be credited to your Account. Airport taxes and fuel surcharges will be paid to the original credit card within 4 to 6 weeks at the applicable exchange rate Alternatively, as Flight Awards are usually valid for one year from the date of issue. You can change your travel dates for a fee of USD25 or 1,000 Asia Miles (online form) or USD40 or 4,000 Asia Miles (other channels) by contacting us prior to your original departure date. Changes are subject to the availability of award seats. 10. Are there blackout dates for Flight Awards? Blackout dates do not apply when flying from Cathay Pacific, Pacific, the seats are allocated on the first-coming, first-served basis. You can click here to check flight availability online. Blackout dates apply to certain airline partners, so please check this when booking. 11. Can flight premiums for infants be redeemed? Whether or not your infant will occupy a seat, you must contact us to make his/her award reservation. The number of Asia Miles required for a passenger occupying a seat is the same as for an adult. 12. Can I book a flight for a date outside my expiration date for Asia Miles? Unless otherwise stated, the flight awards are valid for one year from the date of issue. However, tickets must be issued before miles expire. 13. Can I reserve or assign a seat for my confirmed flights? For Cathay Pacific flights, the Advance Seat Reservation is an advantage currently offered to Silver, Gold and Diamond members of the Marco Polo Club. Green members and Asia Miles members can also enjoy the benefits when redeeming in eligible cabin classes and award types*. You can reserve your seats during the online redemption booking or visit other information under Manage Booking. *Eligible cabin class and award types are: First Class, Business Class and Premium Economy Class under Standard and Choice Awards and all cabin classes under Tailored Award. 14. Can I redeem upgrade rewards at the airport? Airport Upgrade Awards are only valid for Cathay Pacific flights. 15. How do I apply for an Airport Upgrade Award? You can apply for an airport upgrade award upon check-in with your eligible ticket on the day of departure, depending on whether the seat is available at the time of request. Instant Upgrade Rewards are available on all Cathay Pacific flights departing from worldwide destinations. 16. Can I redeem additional baggage? Is there a limit on the redemption of additional baggage? You can apply for Extra Baggage Awards when travelling with Cathay Pacific. Please click here to find out more. You can redeem a maximum of 100 kg or two bags per redemption per flight sector. Please send your request at least 10 days before departure when you submit your request via our service hotline. Alternatively, you can apply for Extra Baggage Awards immediately upon check-in. 17. Are a child travelling with the same amount of Asia Miles required as an adult? Yes, the same number of Asia Miles is required for each passenger occupying an award seat. Change booking 1. Can I change the travel date of my award ticket online? Cathay Pacific flights (except flight routes with more than 2 stops, open-jaw tickets and Companion Awards rebooked through other channels can be rebooked online. To change the date of your flights, follow these steps: Sign in to your account. Go to your flights. Click the Change Flights button. Follow the instructions to rebook your award ticket online to your preferred flight/travel date. Please note that the authorization to change the flight data flight data to: Have a ticket with a confirmed flight. No changes with respect to the operating airline. Airports of origin and destination remain the same. The new travel date is within the validity period of the ticket. Send your rebooking request before the original flight date. For flights that can only be rebooked through other channels and for other airlines, please contact our Asia Miles Service Hotline, send us an email or contact us via our social media channels for further assistance. There is a service charge of USD25 or 1,000 Asia Miles (online form) or USD40 or 4,000 Asia Miles (other channels) per person per sector. 2. Can I change the destination after my ticket has been issued? Yes, a completely unused ticket can be reissued for a service fee of USD100 or 10,000 Asia Miles, subject to: the new ticket has the same expiration date as the original ticket. No changes with respect to the operating airline. No changes to the passenger name. Payment for airport taxes /fuel surcharges and any mileage differences must be paid before reissue. (Previous airport taxes and fuel surcharges paid for the original award tickets will be refunded to the original credit card used at the current exchange rate within 4 to 6 weeks.) For further assistance, please contact our Asia Miles service hotline, send us an email or contact us via our social media channels. Lifestyle Awards 1. I have not yet received the reward items I have redeemed. When will I receive it? Our awards are given by different partners who can have different schedules and delivery methods. For rewards ordered before November 14, 2019: You can find your order record in your Asia Miles Account History / Transaction History. For rewards ordered on or after November 14, 2019: You can view the delivery status, get information about the product/delivery partner on the Order Details page. 2. I have not received an e-voucher for my self-redemption. What shall I do? Step 1: Sign in to your Asia Miles account at Step 2: Go to Lifestyle Awards Section Step 3: Click on the Order Details page and locate your order/product and click Resend Voucher. The e-voucher will be resent to the email address provided at check-out. 3. I have lost my physical letter of salvation! What shall I do? Don't worry, please contact us via a service hotline or online request to help you reissue your redemption letter. Each new letter will be charged a service fee of USD50 or 5,000 Asia Miles. Can I redeem a Lifestyle Award for someone else? Yes, you can redeem a lifestyle award for everyone and share the joy! On the check-out page under the section Towhom do you deliver? Select Others and let us know your recipient's details. 5. Are all Lifestyle Awards to be presented anywhere in the world? When you first enter the Lifestyle Awards website, you will be prompted to select the delivery country/region. All displayed on the website the selected country/region. 6. Can I cancel my redemption order? All lifestyle rewards are non-refundable and cannot be exchanged once redeemed. For all details, please check our Terms and Conditions. 7. What can I do if I win a Lifestyle Award and can't collect or use it? Can I get a refund? Unfortunately not. Lifestyle Awards are non-refundable, non-replaceable and non-extensible once redeemed. 8. It seems that I have successfully confirmed my redemption, but then I came across a side of error. What shall I do? Please go to the your orders page and check the current redemption status. You can also close all browsers and try again if no redemption is recorded. If you encounter the same problem, let us know the browser and device you are using, as well as the date and time of the error, with a screenshot of the error for further investigation. Please contact us via the service hotline or online inquiry and we will get in touch with you as soon as possible. Travel rewards 1. How can I redeem a hotel, experience or car rental with my Asia Miles? Visit and search for the product, then click Book and follow the instructions. All newly booked bookings must be made online. The service center is currently unable to make new transactions. 2. Can I make changes to my booking after the confirmation email has been issued? Yes, please read the following table for reward changes: Type of Service Online Other Channels* Miles Credits Miles Earn Miles of Asia Miles Travel Services Hotel, Car Hire or Experience Rewards (Refundable Booking) Applicable to Partially and Fully Cancelled Bookings 10,000 10,000 Asia Miles Travel Services Hotel Rewards Changes Check-in/Check-out Date, Room Type, Hotel, Number of Hotel Rooms, Passenger Data (Refundable Booking Only) Applicable per Hotel Price Booking N/A 1,000 Asia Miles Travel Services Car Rental Rewards Changes Pick-up/Drop-Off Date, Time, Location, Car Type, Passenger Data Applicable per Car Rental Award Booking N/A 1,000 Miles Travel Services Experience Broadcast Changes Changes where at an Experience Date, Time and Passenger Details (Refundable Booking Only). Applicable per experience award booking N/A 1,000 online change is not available. *Other channels are Asia Miles Travel Services Hotlines, Asia Miles Service Desks at Hong Kong International Airport and all non-online channels. Changes are not allowed within 48 hours of arrival/collection/event entry (local time). Additional penalties may also be subject to the booking conditions and as confirmation email specified. 3. What happens if I don't travel before to use my Asia Miles Travel Services Hotel, car rental or experience awards? Asia Miles Travel Services pays in advance and confirms all bookings with its partners

on behalf of members; Therefore, all no-shows are non-refundable. 4. What does the term cancellation policy mean? A One Policy is a set of conditions that apply to members who cancel their bookings. Each partner has their own cancellation policy and it is important to read them carefully before booking. 5. What are the fees already included in a hotel, car rental or experience price booking? The required mileage includes the cost of the product as well as all applicable taxes and fees. 6. How many days in advance should I redeem an Asia Miles Travel Services Hotel, car rental or Experience Award? Asia Miles Travel Services Hotel, Car Rental or Experience Rewards can be redeemed online up to 2 days prior to the check-in date, subject to availability of the product and service. 7. What happens if the desired reward is not available? The website always shows the latest inventory. If a particular product is not listed, it is best to check the website regularly. 8. Can I book an Asia Miles Travel Services Hotel, car rental or Experience Award with miles accumulated through an Asia Miles Airline Partner's Frequent Flyer program? No, an Asia Miles Travel Services hotel, car rental or experience rate cannot be booked through points or miles from another program. All payments must be made in Asia Miles. 9. How do I receive the booking confirmation from you after confirming my booking? You will receive a confirmation of the email address you provided at the time of booking. If an email confirmation is not received within 24 hours, please contact Member Services by email, phone or fax. 10. I have already booked an Asia Miles Travel Services Hotel, car rental or experience award. How can I view my itinerary? Sign up for and click on My Hotel/ Car Rental/Experience Bookings. 11. Can I make special requests for a product after booking? For hotel and experience bookings, please inform us by e-mail, telephone or fax. Requests are then forwarded to the partner. However, special requests are subject to availability and are not guaranteed. If you would like to make a specific request, e.B. optional equipment (e.B. ski stand, child seats, etc.), please contact the car rental provider: Hertz Reservation Office, Hong Kong Phone: +852 25252838 Fax: +852 25252100 e-mail: booking@hertz-gsa.com.hk 12. Can I use my Asia Miles to redeem an Asia Miles Travel Services Hotel, a car rental or an experience price for another person? Yes, you can redeem a hotel, car rental or experience price for everyone in your redemption group. 13. Can I redeem an Asia Miles Travel Services Hotel, car rental or adventure rate for my child when travelling alone? Children must meet the minimum age requirement in order to receive salvation. The minimum age for a hotel and an experience award is 18 years. The minimum age required to rent a car alone is 25 years. A national driving licence and an international driving licence (if applicable) are also required. 14th My Experience Award free hotel pick-up, how can I arrange it? Guests are kindly requested to enter their hotel details on the travel details page at the time of booking. Once the booking is confirmed, you can contact the local tour operator/activity operator to receive last-minute changes. Please note that guests may need to contact the local tour operator/activity operator in advance to confirm the service. Redeeming HK Express flights 1. How can I redeem HK Express flights with my Asia Miles? Members can now redeem HK Express flights with Asia Miles directly on the HK Express website. Once you've selected your flight and extras, simply select Redeem with Miles on the payment page. 2. How many miles are required for HK Express flights? The number of miles required for your flight depends on the fare, which may change on the HK Express website. You can point to asiamil.com/en/hk-express# for the number of miles required for selected destinations. Please also note that at least 5,000, a maximum of 100,000 miles and a plus of 1,000 miles can be selected for your redemption. 3. Can I use Asia Miles to redeem HK Express promo fares? Yes, you can use Asia Miles to redeem HK Express promotional fares as long as at least 5,000 miles are used. 4. Can I redeem the ticket for someone other than me? You can redeem the ticket for anyone in your Asia Miles redemption group who is not yourself. On the HK Express website, you can add passengers under Guest Data and check your Asia Miles account on the payment page to redeem them. Please note that the passenger name must match the username in the Asia Miles account. 5. Can I use Asia Miles to redeem a ticket for a toddler or child? Infants (under 2 years) or children (2-11 years) can be added as passengers for your flight booking on the HK Express website and redeemed with Asia Miles. To arrange baby sittings, please contact the HK Express hotline to confirm the booking and visit hkexpress.com/en-hk/plan/four-fares/fare-rules/ for more information. 6. Can I use Asia Miles to redeem HK Express Extras? After selecting your flight on the HK Express website, you can add extras such as seat options, food and drinks, luggage and U-First during your booking and redeem the total price with Asia Miles. Please note, however, that extras cannot be redeemed separately by managing my booking after booking the flight. 7. Why can't I find the Redeem with Miles option on the HK Express payment page? You may have a foreign currency or a voucher for booking that is not eligible for Asia Miles redemption. In this case, make sure that the default currency is selected and that no document is applied. 8. Can I choose a mix of miles and cash to redeem my flight? Yes. Once you have selected your flight and extras, select Redeem with Miles on the Payment page, check the Asia Miles account, and select the number of miles you want. Want. The remaining cash amount will be displayed, which can be paid with your credit card. 9. Can I use Asia Miles to pay taxes and surcharges? Taxes and surcharges can only be paid with your credit card. 10. Can I rebook or refund my booking? The redemption ticket complies with HK Express fare conditions. The flight can be rebooked 48 hours before departure with applicable charges. The refund is valid for the U-Biz fare class (90% of the booking amount excluding taxes and fees). Please contact HK Express Guest Relations for arrangements. 11. Can I earn Asia Miles for HK Express flight bookings? Currently, we only offer the redemption of HK Express airline tickets with Asia Miles. However, you can use your Asia Miles co-branding credit card to earn miles from THE HK Express flight booking and daily expenses. 12. I cannot successfully redeem flights on the HK Express website. Who should I contact? Please contact HK Express Guest Relations to check the status of your redemption. General Questions 1. What is the new change to the Asia Miles program expiration rule? The change is made from a time-based system to an activity-based system. From January 1, 2020 (HKT), you can keep your Asia Miles active as long as you earn or redeem miles at least once every 18 months*. (Note: *For all new Miles earned from January 1, 2020, the expiration date of miles will be automatically extended by 18 months from the last mileage credit or debit date. All Miles earned on or before December 31, 2019 will continue to follow the previous Miles Expiration Agreement.) This means that your newly earned miles will no longer expire three years after the credited account. Under the new activity-based system, the expiration date of miles is automatically extended by 18 months from the last credit or debit date, but not by the activity or transaction date. 2. What are the differences between time-based and activity-based systems? Asia Miles collected on or before December 31, 2019 will be covered by the time-based system and will be valid for three years from the month in which miles are credited. The new scheme, which entered into force on 1 January 2020, is based on an activity-based system. This means that as long as you collect or redeem your Miles at least once every 18 months, the newly earned Miles will remain active*. (Note: *For all new Miles earned from January 1, 2020, the expiration date of miles will be automatically extended by 18 months from the last mileage credit or debit date. All Miles earned on or before December 31, 2019 will continue to follow the previous Miles Expiration Agreement.) 3. Why do you have the of the program? We listened to the feedback from our members about what they value most. We know that every mile counts, and we recognize the needs of our members. That's why we've brightened our program to give our members a life journey. The latest agreement is to offer you a more rewarding mileage trip with us. If your miles are miles longer you have more control over the miles and enjoy the best opportunities whenever and wherever you use the miles. 4. What are the differences between activity/transaction date and credit/debit date? Activity or transaction date is the date on which you perform the activity or transaction, e.B. expenses you make with your credit card, or when you redeem miles for a Lifestyle Award. The credit or debit date is the date on which miles are added to or deducted from your account. Therefore, the two dates (activity date vs. credit date) can be different. 5. Does this change affect the mechanisms for earning and redeeming miles in the program? How about the availability of Flight Award? The change is only made for the mileage expiration rule. The mechanisms of earnings and redemption remain unchanged. The availability of flight awards will not be affected. Affected.

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